

PATENT/DOCKET NO. 920476 - 95429  
CUSTOMER NO. 92044

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:	§	Attorney Docket No. _____
Serial No.: n/a	§	
Filed: Herewith	§	Group Art Unit: n/a
Title: Management of Contacts in a Network of Contact Centers	§	Examiner: n/a
	§	
	§	
	§	
	§	
	§	

Commissioner for Patents  
Washington, D.C. 20231

POWER OF ATTORNEY FOR  
PATENT APPLICATION

Nortel Networks Limited, a Canadian corporation having principal offices at:

**Nortel Networks Limited  
2351 Boulevard Alfred-Nobel  
St. Laurent, Quebec H4S 2A9, Canada**

the owner by assignment of the entire right, title and interest to the invention for Management of Contacts in a Network of Contact Centers, by Tony McCormack, Patrick Hession, Arik Elberse and Neil O'Connor, and in and to the application for patent and any Letter Patent, whether domestic or foreign, that may issue thereon, by virtue of the assignment (check as applicable):

- Recorded Concurrently Herewith
- Recorded on \_\_\_\_\_
- Recorded at Reel \_\_\_\_\_ Frame \_\_\_\_\_
- Copy Attached

hereby appoints the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Thomas E. Smith (Reg. No. 18,243), Dennis M. McWilliams (Reg. No. 25,195), James R. Sweeney (Reg. No. 18,721), William M. Lee, Jr. (Reg. No. 26,935), Glenn W. Ohlson, (Reg. No. 28,455), David C. Brezina (Reg. No. 34,128), Jeffrey R. Gray (Reg. No. 33,391), Timothy J. Engling (Reg. No. 39,970), Gerald S. Geren (Reg. No. 24,528), Peter J. Shakula (Reg. No. 40,808), Robert F.L. Conte (Reg. No. 20,354), Howard B. Rockman (Reg. No. 22,190), Mark J. Nahnsen (Reg. No. 51,093), Mark A. Hagedorn (Reg. No. 44,731);

its attorneys with full power of substitution and revocation, to prosecute all domestic and foreign patent applications, including PCT and EPO filings, relating to said invention and to transact all business connected therewith, including signing of all papers on its behalf and making alterations and amendments.

The undersigned is the representative for the Assignee of the entire right, title, and interest in the patent application identified above, and is authorized to act on behalf of the Assignee.

NORTEL NETWORKS LIMITED

21 April 2004  
Date

R. Free  
Name: Rachel Free

Senior Patent Attorney  
Title

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

**DECLARATION — Utility or Design Patent Application**

Direct all correspondence to: <input checked="" type="checkbox"/> Customer Number: <b>23644</b>		<input type="checkbox"/> OR <input type="checkbox"/> Correspondence address below	
Name <b>Barnes &amp; Thornburg</b>			
Address <b>PO Box 2786</b>			
City <b>Chicago</b>	State <b>Illinois</b>	ZIP <b>60690-2786</b>	
Country <b>USA</b>	Telephone	Fax	
<p>I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.</p>			
NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any]) <b>Tony</b>		Family Name or Surname <b>McCormack</b>	
Inventor's Signature 	Date <b>13/4/2004</b>		
Residence: City <b>Galway</b>	State	Country <b>Ireland</b>	Citizenship <b>Ireland</b>
Mailing Address <b>3 Glenn Na Coile, Barna Road</b>			
City <b>Galway</b>	State	ZIP	Country <b>Ireland</b>
NAME OF SECOND INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any]) <b>Patrick</b>		Family Name or Surname <b>Hession</b>	
Inventor's Signature 	Date <b>6/4/04</b>		
Residence: City <b>Galway</b>	State	Country <b>Ireland</b>	Citizenship <b>Ireland</b>
Mailing Address <b>48 Ashbrook, Oranmore</b>			
City <b>Galway</b>	State	ZIP	Country <b>Ireland</b>
<input checked="" type="checkbox"/> Additional inventors or a legal representative are being named on the <b>1</b> supplemental sheet(s) PTO/SB/02A or 02LR attached hereto.			

**DECLARATION FOR UTILITY OR  
DESIGN  
PATENT APPLICATION  
(37 CFR 1.63)**

Declaration  
Submitted  
With Initial  
Filing**OR**Declaration  
Submitted after Initial  
Filing (surcharge  
(37 CFR 1.16 (e))  
required)

Attorney Docket Number	926476-95979
First Named Inventor	McCormack, Tony
COMPLETE IF KNOWN	
Application Number	
Filing Date	
Art Unit	
Examiner Name	

I hereby declare that:

Each inventor's residence, mailing address, and citizenship are as stated below next to their name.

I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

**Management of Contacts in a Network of Contact Centers**

(Title of the Invention)

the specification of which



is attached hereto

**OR**

was filed on (MM/DD/YYYY)

as United States Application Number or PCT International

Application Number   and was amended on (MM/DD/YYYY)   (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Numbers	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached? Yes	Certified Copy Attached? No
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

 Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.

[Page 1 of 2]

This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 21 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

**DECLARATION****ADDITIONAL INVENTOR(S)  
Supplemental Sheet**

Page 1 of 1

<b>Name of Additional Joint Inventor, if any:</b>		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any)		Family Name or Surname	
Arik		Elberse	
Inventor's Signature	Date 9/14/2004		
Galway Residence: City	State	Ireland Country	Ireland Citizenship
102 Clybaun Heights Mailing Address			
Knocknacarra Mailing Address			
Galway City	State	Zip	Ireland Country
<b>Name of Additional Joint Inventor, if any:</b>		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any)		Family Name or Surname	
Neil		O'Connor	
Inventor's Signature	Date 6th April 2004		
Galway Residence: City	State	Ireland Country	Ireland Citizenship
37 Camraig Mor Mailing Address			
Lackagh Mailing Address			
Galway City	State	Zip	Ireland Country
<b>Name of Additional Joint Inventor, if any:</b>		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any)		Family Name or Surname	
Inventor's Signature	Date		
Residence: City	State	Country	Citizenship
Mailing Address			
Mailing Address			
City	State	Zip	Country

This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 21 minutes to complete. Including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

**BEST AVAILABLE COPY**